

FCC FORM 855: HEARING AID COMPATIBILITY CERTIFICATION INSTRUCTIONS FOR SERVICE PROVIDERS

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I. PURPOSE

The Federal Communications Commission (FCC) requires that certain digital mobile Service Providers electronically file FCC Form 855 certifying whether or not they are in compliance with the Commission’s wireless hearing aid compatibility requirements. This Hearing Aid Compatibility Certification is required to be filed by January 31 of each calendar year using the same electronic system Device Manufacturer use to file FCC Form 655. *See* 47 CFR § 20.19(i)(1). The use of the Commission’s electronic filing system ensures that each Service Provider’s certification includes all the required information in a consistent format, facilitates filing subsequent certifications, and enables the FCC’s compilation of data. The electronic system also provides the public with improved access to review the filed certifications.

II. WHO MUST FILE A FCC FORM 855 CERTIFICATION?

Certain digital mobile service providers, including mobile virtual network operators (“MVNOs”) and resellers, are required to annually file a FCC Form 855 certification with the Commission stating whether or not they are in full compliance with the Commission’s hearing aid compatibility rules. Specifically, this certification requirement applies to “providers of digital mobile service in the United States to the extent that they offer terrestrial mobile service that enables two-way real-time voice communications among members of the public or a substantial portion of the public, including both interconnected and non-interconnected VoIP services, and such service is provided over frequencies in the 614 MHz to 6 GHz bands.” *See* 47 CFR § 20.19(a). Entities meeting this definition are referred to herein as Service Providers.

III. ACCESS TO ELECTRONIC FILING SYSTEM FOR FCC FORM 855

A. Obtaining an FCC Registration Number (FRN)

In order to access the electronic filing system for Hearing Aid Compatibility, each Service Provider must use its FCC Registration Number (FRN). A company may choose to obtain a new FRN for the purpose of filing its FCC Form 855 Hearing Aid Compatibility Certification or it may use an existing FRN that is assigned to it. If an agent files certifications for multiple entities, the agent should obtain a separate FRN for each certifying entity. The same FRN can be used for the entity’s future filings. FRNs can be obtained at <https://apps.fcc.gov/coresWeb/publicHome.do> (*see* **Figure 1**).

B. Accessing the Hearing Aid Compatibility Reporting Site

The certification site can be accessed at <https://www.fcc.gov/filing-hearing-aid-compatibility-reports-and-certifications>. This web page contains a link to the License Manager Login page (*see* **Figure 2**) in the FCC’s Universal Licensing System (ULS). The Login page can also be accessed through the *FCC Forms* page (<https://www.fcc.gov/licensing-databases/forms>) on the main FCC website. After login, click “*My Reports*,” then “*File Hearing Aid Compatibility Certification*” on the left panel to start filing your certification (*see* **Figure 3**). If you want to update a submitted or saved certification, click the “HAC Submitted” or “Saved” link (*see* **Figure 4**). If you do not see the “*My Reports*” link, that means you have already submitted a certification for the current filing window. You must then click the “HAC Submitted” link from the “My Applications” summary page to update your certification. This mechanism is installed to prevent a Service Provider from submitting two certifications for the same filing period (i.e., submitting a new certification rather than amending the existing certification).

IV. INSTRUCTIONS FOR COMPLETING THE FCC FORM 855 CERTIFICATION

Each year Service Providers must electronically file certifications using FCC Form 855 by January 31. The certifications provide information for the preceding year –January 1st through December 31st. When the 31st of January falls on a weekend or holiday, the certification is due

on the next business day. The electronic filing system is designed to be user-friendly with many illustrative texts and information icons. If you are a returning filer, the system will allow you to pre-fill certain information from your previous submission, update and add any necessary information. Because the electronic FCC Form 855 interface periodically changes, you must review the accuracy of all copied or pre-filled information, and update and/or complete any missing information.

You should provide the requested information for the Service Provider. You can edit the Service Provider information while in this section (*see* **Figure 5**, **Figure 6**, and **Figure 7**). Letters, numbers and common punctuation characters may be used to enter your information. The system will accept the following characters: , . ' _ - () ? ! @ [] : ; # " \$ | / &. However, common word processing software will often embed hidden characters that convey additional information, typically about formatting, and are considered “invalid characters” by the electronic version of the form. Invalid characters are detected by our data entry system when copying text from word processing software into a data entry field. These characters may appear as a square or other symbol such as + ~ * etc. Instead of copying information from word processing software, one alternative is to copy that information from a basic text editor that does not embed hidden characters. Windows Notepad is one example of a basic text editor. Another alternative is to delete the text and re-key the information directly into the data entry field.

Company Information: If you are a returning Service Provider, click “Copy Company Information from previous submission.” The system will load your previously submitted company information (*see* **Figure 5**). If you are a new Service Provider click “Continue” at the bottom of the page and go to the company information section and fill in the requested information (*see* **Figure 6** and **Figure 7**).

A. *De Minimis* Exception

The *de minimis* exception for Service Providers applies to Service Providers that offer between zero to five handset models in an air interface in the United States or only obtain handsets from manufacturers that offer between one and three handset models in an air interface in the United States (*see* **Figure 6**).

- Service Providers that offer two or fewer handset models in an air interface:
 - Service Providers that offer two or fewer handset models in an air interface in the United States are under most circumstances exempt from requirements to offer hearing aid-compatible handsets over that air interface. A Service Provider that qualifies for this exception is still subject to the annual reporting requirements. *See* 47 CFR § 20.19(e), (i).
 - Answer the question: “For the reporting period, have you only been offering two or fewer handset models in an air interface in the United States?” A handset is a device used in delivery of covered services that contains a built-in speaker and is typically held to the ear in any of its ordinary uses. “Typically” encompasses any intended or anticipated ordinary use and does not mean “usually” or “most often.”
 - Answer the question: “For the reporting period, have you had more than 1500 employees for at least two years, been offering handsets over an air interface for at least two years, and been offering one or two handset models in that air interface in the United States for at least two years?” For purpose of this question, employees of a parent, subsidiary, or affiliate company under common ownership or control with the Service Provider are considered employees of the Service Provider.

- If you answer “Yes” to the first question above and “No” to the second question above, you qualify for the *de minimis* exception and are not required to offer hearing aid-compatible handsets. You are, however, still subject to the annual reporting requirements. If you answer “Yes” to the first question above and “Yes” to the second question above, then you must offer at least one hearing aid-compatible handset model in that air interface and complete the rest of this report demonstrating compliance with the FCC’s wireless hearing aid compatibility requirements. *See* 47 CFR § 20.19(e)(1)(i)-(ii).
- Service Providers that obtain handsets only from manufacturers that offer two or fewer handset models in an air interface:
 - Service Providers that obtain handsets only from manufacturers that offer two or fewer handset models in an air interface in the United States are under most circumstances exempt from requirements to offer hearing aid-compatible handsets over that air interface. A Service Provider that qualifies for this exception is still subject to the annual reporting requirements. *See* 47 CFR § 20.19(e), (i).
 - Answer the question: “For the reporting period, did you only obtain handsets from manufacturers that offer two or fewer handset models in an air interface in the United States?” A handset is a device used in delivery of covered services that contains a built-in speaker and is typically held to the ear in any of its ordinary uses. “Typically” encompasses any intended or anticipated ordinary use and does not mean “usually” or “most often.”
 - Answer the question: “For the reporting period, did you obtain handsets only from manufacturers that offer one or two handset models in an air interface in the United States, and that have had more than 750 employees for at least two years, and have offered handsets over that air interface for at least two years?” For purpose of this question, employees of a parent, subsidiary, or affiliate company under common ownership or control with a manufacturer are considered employees of the manufacturer.
 - If you answer “Yes” to the first question above and “No” to the second question above, you qualify for the *de minimis* exception and are not required to offer hearing aid-compatible handsets. You are, however, still subject to the annual reporting requirements. If you answer “Yes” to the first question above and “Yes” to the second question above then you must offer at least one handset model in that air interface that is hearing aid-compatible. *See* 47 CFR § 20.19(e)(1)(i)-(ii).
- Service Providers that obtain handsets only from manufacturers that offer three handset models in an air interface:
 - Answer the question: “For the reporting period, did you only obtain handsets from manufacturers that offer three handset models in an air interface in the United States?” A handset is a device used in delivery of covered services that contains a built-in speaker and is typically held to the ear in any of its ordinary uses. “Typically” encompasses any intended or anticipated ordinary use and does not mean “usually” or “most often.”
 - Service Providers that obtain handsets only from manufacturers that offer three handset models in an air interface in the United States are required to offer at

least one handset model in that air interface that is hearing aid-compatible. *See* 47 CFR § 20.19(e)(2).

- Service Providers that only offer three, four, or five handset models in an air interface:
 - Answer the question: “For the reporting period, did you only offer three handset models in an air interface, four handset models in an air interface, or five handset models in an air interface?”
 - Service Providers that offer three handset models in an air interface must offer at least one hearing aid-compatible handset model in that air interface. Service Providers that offer four handset models in an air interface must offer at least two hearing aid-compatible handset models in that air interface. Service Providers who offer five handset models in an air interface must offer at least three hearing aid-compatible handset models in that air interface. Service Providers covered by these provisions must complete the rest of this certification demonstrating compliance with the FCC’s wireless hearing aid compatibility requirements. *See* 47 CFR § 20.19(e)(2)-(3).
- Service Providers that offer more than five handset models in an air interface do not qualify for the *de minimis* exception.

B. Company Information

- Company Information (*see* **Figure 7**): Provide the company name for the certifying entity. If the certifying entity also has a “Doing Business As (dba)” name, include both the company name and the dba name in the Company Name box. The format can be “Company Name dba Doing Business As Name.”
- Brand Name(s) Included: You should provide the brand names under which the Service Provider is offering services. For example, if the Service Provider is offering both postpaid and prepaid services under a common brand name *ABC*, enter *ABC* in the box. If the Service Provider is offering a postpaid service under a brand name *ABC* and a prepaid service under another brand name *XYZ*, enter *ABC* and *XYZ* in two separate boxes. If the Service Provider has more than five brand names, enter the first four names separately in the first four boxes, and enter all the remaining names in the last box using format “EDF/GHI/LMN.”
- Address: You should provide the company address for the Service Provider. If the Service Provider is a non-U.S. company, please use the Service Provider’s U.S. business office address for filing purposes. If the Service Provider does not have a U.S. business office address, please use its U.S. agent’s address.
- Contact Information: You should provide the name, 10-digit U.S. phone number, 10-digit U.S. FAX number, and e-mail address of the contact person for the certifying Service Provider. If the Service Provider is a non-U.S. company, please use the contact person’s U.S. business contact information for filing purposes. If the contact person does not have U.S. business office contact information, please use the Service Provider’s U.S. agent’s contact information. All fields are required except the U.S. FAX number. If the contact does not have a U.S. FAX number, leave the field blank.
- Filing Agent: If the certification is being filed by an agent (such as a law firm) in the U.S. on behalf of a Service Provider, select “Yes” and provide the name, address and contact information for the agent as well.
- Once you have completed the Service Provider’s company information, click “Save and

Continue” at the bottom of the page. The system will take you to the certification page (see **Figure 8**).

C. Certification

You must certify whether the Service Provider was in full compliance with all the Commission’s wireless hearing aid compatibility requirements throughout the relevant reporting period. These requirements include applicable deployment benchmarks, web site posting, labeling, and disclosure requirements, among others. This certification requirement applies to all covered Service Providers, including *de minimis* service providers. The person making the certification must be a knowledgeable executive of the Service Provider (see **Figure 8**).

- If you are a knowledgeable executive certifying that the Service Provider *was in full compliance* with all the applicable hearing aid compatibility requirements for the relevant reporting period, then check the box labelled “in full compliance” (see **Figure 8**).
 - By checking this box, the Service Provider represents and warrants, and the person certifying is declaring under penalty of perjury that the certification is truthful and accurate. The Service Provider also acknowledges that false statements and misrepresentations to the Commission are punishable and may subject it to enforcement action.
 - Next, after checking the “in full compliance” box, YOU MAY, BUT ARE NOT REQUIRED TO click on the “Attachments” button to submit an attachment that provides additional information about your compliance or your entries on the form (see **Figure 8**).
 - If you click on the “Attachments” button, you will be transferred to a separate “Attachment Utility” page. On that page, select “Other” from the dropdown menu in the “Type” box and then click on the “Choose File” button right below the “Type” box to select the file to be attached (see **Figure 10**).
 - After submitting the attachment on the Attachment Utility page click on the “RETURN TO APPLICATION” button to go back to the filing page (see **Figure 11**).
 - After checking the “in full compliance” box and making a decision on whether to include an optional attachment, you should provide the percentage of hearing aid-compatible handsets the Service Provider made available in the calendar year covered by the certification (see **Figure 8**). You can derive this percentage by determining the number of hearing aid-compatible handsets offered across all air interfaces during the year divided by the total number of handsets (hearing aid-compatible and non-hearing aid-compatible) offered during the year.
 - Next, you must provide the publicly accessible web site address of page(s) containing the hearing aid compatibility information required by the Commission’s hearing aid compatibility rules (see **Figure 8**). A *de minimis* Service Provider is not required to provide this information but may provide this information if it wishes to inform the Commission and the public of the web site address where the applicable information can be found.
 - Lastly, you must provide the “Party Authorized To Sign” information (see **Figure 8**). You must provide the party’s first name, middle initial, last name, address, phone, email, title, and the date.

- After completing this information, click on the “Submit Filing” button on the bottom of the page.
- If you are a knowledgeable executive certifying that the Service Provider *was not in full compliance* with all the applicable hearing aid compatibility requirements for the relevant reporting period, then check the box labelled “not in full compliance” (*see Figure 9*).
 - By checking this box, the Service Provider represents and warrants, and the person certifying is declaring under penalty of perjury that the certification is truthful and accurate. The Service Provider also acknowledges that false statements and misrepresentations to the Commission are punishable and may subject it to enforcement action (*see Figure 9*).
 - After checking the “not in full compliance” box, you must click on the “Attachments” button to submit an attachment explaining which wireless hearing aid compatibility requirements the Service Provider was not in full compliance with, and when the non-compliance began and (if applicable) ended with respect to each requirement (*see Figure 9*).
 - Once you click on the “Attachments” button, you will be transferred to the Attachment Utility page. On that page, select “Other” from the dropdown menu in the “Type” box and then click on the “Choose File” button right below the “Type” box to select the file to be attached (*see Figure 10*).
 - After submitting the attachment on the Attachment Utility page, click on the “RETURN TO APPLICATION” button to go back to the filing page (*see Figure 11*).
 - Next, you should provide the percentage of hearing aid-compatible handsets the Service Provider made available in the calendar year covered by the certification (*see Figure 9*). You can derive this percentage by determining the number of hearing aid-compatible handsets offered across all air interfaces during the year divided by the total number of handsets offered during the year.
 - Next, you must provide the publicly accessible web site address of page(s) containing the hearing aid compatibility information required by the Commission’s hearing aid compatibility rules (*see Figure 9*). A *de minimis* Service Provider is not required to provide this information but may provide this information if it wishes to inform the Commission and the public of the web site address where the applicable information can be found.
 - Lastly, you must provide the “Party Authorized To Sign” information (*see Figure 9*). You must provide the party’s first name, middle initial, last name, address, phone, email, title, and the date.
 - After completing this information, click on the “Submit Filing” button on the bottom of the page.

V. SUBMITTING, UPDATING, AND PRINTING FILED FCC FORM 855 CERTIFICATIONS

After completing the certification section, you must then submit the Service Provider’s certification by selecting the “Submit Filing” button at the bottom of the certification screen (*see Figure 8*). The system will then provide you with a Filing Confirmation Number. **Please write down this confirmation number for your future reference** (*see Figure 12*). You must

submit your certification on or before the filing deadline. Failure to submit your certification in a timely manner may trigger FCC enforcement action.

Saving without Submitting Your Certification: You can stop at any time while completing the certification by selecting the “Quit Application” button at the top-right corner of the screen. Whenever you select “Quit Application,” the pending certification will be saved and put into the “Saved” category (*see* **Figure 4**). A “Saved” certification is not considered to be a “Hearing Aid Compatibility Certification.” You must remember to **submit** the certification on or before the filing deadline. To submit a saved certification, you must update the certification and submit it.

If you are accidentally timed out by the system, the pending certification will be placed in the “Saved” category. You will need to re-log into the system and update the pending certification (*see* below on updating a saved certification).

Updating Your Certification: You can update your saved or submitted certification at any time before the filing deadline. However, you **cannot** update your certification once the deadline has passed. To update your certification, you need to access the electronic Form 855 and go to the “Saved” category if you have a saved certification or the “HAC Submitted” category if you have a submitted certification (*see* **Figure 4**). After clicking on the appropriate link to your certification (either “Not Assigned” or a File No.), select “Continue” or “Update” to update your saved or submitted certification (*see* **Figure 13** or **Figure 14**). The system will take you directly to the Company Information screen (*see* **Figure 5**). From there, you can update your certification. After completing your update, you must submit your certification again in order for it to be considered “HAC Submitted.” A submitted certification that has been opened for updating but not re-submitted will be placed in the “Saved” category and not the “HAC Submitted” category.

FCC Form 855 Hearing Aid Compatibility Certifications always have a purpose code of “HA.” Knowing this will help you find your certification.

Printing Your Certification: When you are on the Filing Confirmation screen, you can view your certification by clicking the “Print Certification” button () at the top of the screen (*see* **Figure 12**). The system will generate a PDF file that contains all the information you have entered into your certification as well as the FRN you used for filing the certification.

VI. FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995

We have estimated that each response to this collection of information will take, on average, a half (0.5) hour. Our estimate includes the time to read the instructions, look through existing records, gather and maintain the required data, enter the data in the on-line template, and submit it electronically. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, AMD-PERF, Washington, D.C. 20554, Paperwork Reduction Project (3060-0999). We also will accept your comments via the Internet if you send them to PRA@fcc.gov. DO NOT SEND COMPLETED FCC FORM 855 CERTIFICATION TO THIS ADDRESS.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0999.

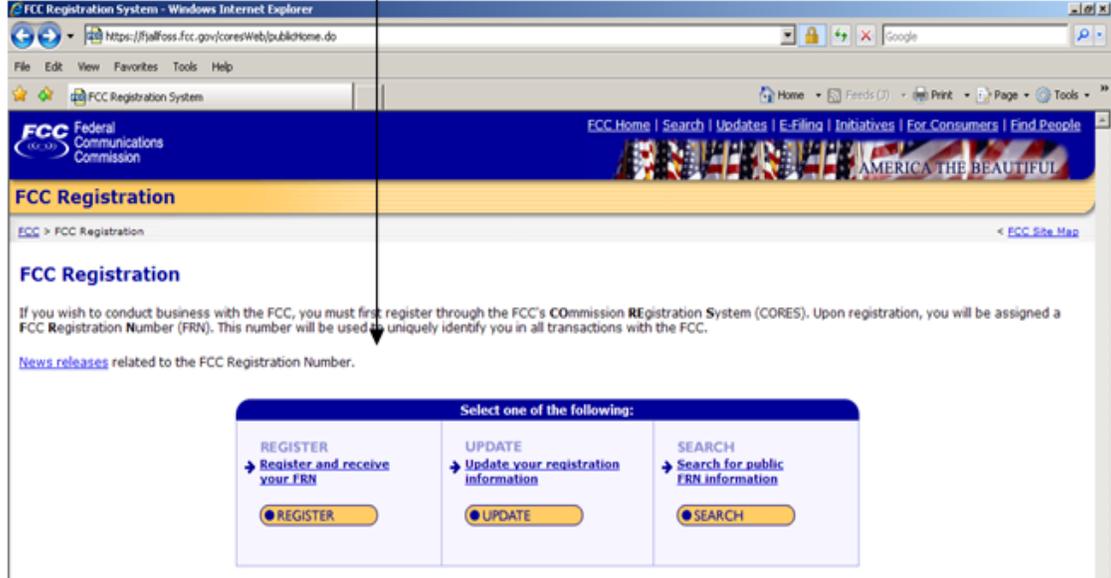
Service Providers failing to file FCC Form 855 certifications in a timely fashion may be subject to penalties under the Communications Act, including sections 502 and 503(b).

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

APPENDIX

Figure 1 Register and Receive an FCC Registration Number

Obtain a new FCC Registration Number (FRN) for the purpose of filing Hearing Aid Compatibility annual certifications for each reporting entity. The same FRN can be used again to file future certifications for the entity. Each certifying entity should use its own FRN.



The screenshot shows a web browser window titled "FCC Registration System - Windows Internet Explorer" with the URL "https://fjafoss.fcc.gov/coresWeb/publicHome.do". The page header includes the FCC logo and navigation links like "FCC Home", "Search", "Updates", "E-Filing", "Initiatives", "For Consumers", and "Find People". The main heading is "FCC Registration". Below this, there is a paragraph explaining that users must register through the FCC's Commission Registration System (CORES) to receive an FRN. A link for "News releases" is provided. At the bottom, a section titled "Select one of the following:" contains three columns: "REGISTER" with a sub-link "Register and receive your FRN" and a "REGISTER" button; "UPDATE" with a sub-link "Update your registration information" and an "UPDATE" button; and "SEARCH" with a sub-link "Search for public FRN information" and a "SEARCH" button. A vertical arrow points from the text above to the "REGISTER" button.

Figure 2 Login Page

The screenshot shows the FCC License Manager login page. At the top left is the FCC logo and 'Federal Communications Commission'. The page title is 'License Manager' with a breadcrumb trail: 'FCC > Wireless > Licensing > Online Systems > License Manager'. The main heading is 'Log In'. Below it, a paragraph explains the purpose of the system. A 'PLEASE NOTE' section mentions Public Notice DA 15-72. The login form includes two input fields: 'FCC Registration Number (FRN)' and 'Password (FRN password or password for an associated FCC Username)', followed by a 'SUBMIT' button. A list of links provides help for various user scenarios. A callout box on the right explains the FRN. Two arrows point from text annotations to the FRN and Password fields.

FCC Federal Communications Commission

License Manager

FCC > Wireless > Licensing > Online Systems > License Manager

Log In

Log in to the License Manager to view and manage your licenses and applications, apply for a new license, and perform other license and application management tasks based on your FCC Registration Number (FRN). 10-digit FRN is required.

PLEASE NOTE: Per Public Notice [DA 15-72](#), the FCC no longer mails license authorizations. If you provide an email address on your application, an official copy of your license will be automatically emailed to you after the application has granted.

FCC Registration Number (FRN)

Password (FRN password or password for an associated FCC Username)

SUBMIT

- ▶ Forgot your password? [Contact Tech Support](#)
- ▶ Need an FRN? [Register with the FCC](#)
- ▶ Not sure if you have an FRN? [Check your licenses](#) to determine if they've been assigned an FRN
- ▶ Are you a certified Land Mobile frequency coordinator? [Log in](#) using your coordinator login and password
- ▶ Are you narrowbanding a Land Mobile license? [Log in](#) using your access code

About the FCC Registration Number (FRN)

An FRN is a 10-digit number that is assigned to a business or individual registering with the FCC. This unique FRN is used to identify the registrant's business dealings with the FCC. The FCC will use the FRN to determine if all of a registrant's fees have been paid. You are encouraged to register with the Commission as soon as you expect to do business with the FCC. This way, you will be ready to access any of the electronic licensing systems without having to go through the registration process at the time you submit an application.

For more information, see [Public Notice DA 01-2452](#).

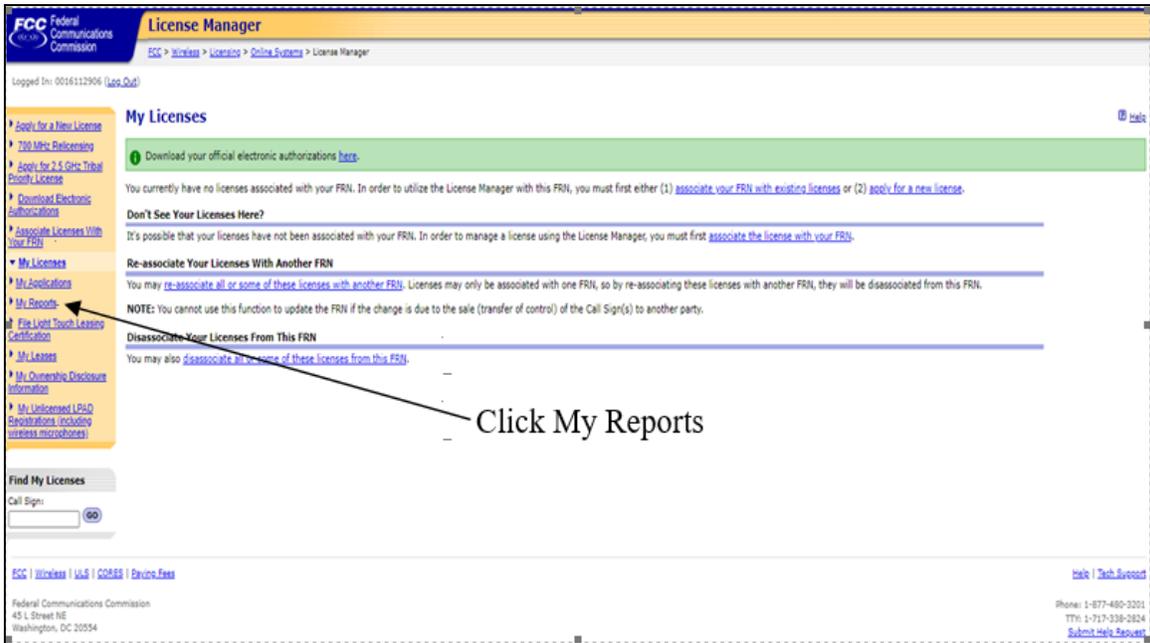
Click Here if You Need an FRN

Enter Your FRN and Password

[FCC](#) | [Wireless](#) | [US](#) | [CDBS](#) | [Radio Fees](#)

Federal Communications Commission
45 L Street NE
Washington, DC 20554

Figure 3 License Manager Page



Click My Reports

Figure 4 My Applications Page -- Summary

The screenshot shows the 'My Applications' page in the FCC License Manager. The page is titled 'My Applications' and includes a navigation sidebar on the left with categories like 'Apply for a New License', 'My Applications', and 'My Reports'. The main content area shows a table of application statuses: 'Saved' (partially entered but not completed) and 'Awaiting Action' (submitted and can be updated). Annotations with arrows point to these sections and the 'My Reports' sidebar, with labels: 'Saved (not finished and/or not submitted)', 'Submitted Certification', and 'File Hearing Aid Compatibility Status Reports (655) or Certifications (855)'. A note at the bottom explains that the 'U.S. Application Search' tool can find applications completed more than 31 days ago.

Annotations:

- Saved (not finished and/or not submitted):** Points to the 'Saved' application status in the table.
- Submitted Certification:** Points to the 'Awaiting Action' application status in the table.
- File Hearing Aid Compatibility Status Reports (655) or Certifications (855):** Points to the 'My Reports' section in the sidebar.

Figure 5 Company Information Page 1

Reporting Period and Filing Deadline

Quit Application (report will be saved but not submitted)

FCC Federal Communications Commission

License Manager

FCC > Wireless > Licensing > Online Systems > License Manager

Logged In: 0016112906 (Log Out)

Hearing Aid Compatibility Status Certification

Reporting Period: January 1, 2021 - December 31, 2021
Filing Deadline: December 31, 2021

Approved by OMB 3060-0999

[Paperwork Reduction Act Burden Statement](#) [Quit Application](#)

Company Information

You have selected to file Hearing Aid Compatibility Status Certification (FCC Form 855) for the Reporting Period January 1, 2021 - December 31, 2021. You must complete Company Information section, and then certify the information you have provided before submitting your filing.

DE MINIMIS EXCEPTION

STEPS

- Company Information
- Certification

Indicating that you are in the Company Information section

Figure 6 Company Information Page 2

FCC Federal Communications Commission

License Manager

FCC > Wireless > Licensing > Online Systems > License Manager

Logged In: 0016112906 (Log Out)

Hearing Aid Compatibility Status Certification

Reporting Period: January 1, 2021 - December 31, 2021
Filing Deadline: December 31, 2021

Approved by OMB 3060-0999

[Paperwork Reduction Act Burden Statement](#) [Quit Application](#)

Company Information

You have selected to file Hearing Aid Compatibility Status Certification (FCC Form 855) for the Reporting Period January 1, 2021 - December 31, 2021. You must complete Company Information section, and then certify the information you have provided before submitting your filing.

DE MINIMIS EXCEPTION ⓘ

For the reporting period, have you only been offering two or fewer handset ⓘ models in an air interface in the United States?

Yes
 No

For the reporting period, have you had more than 1500 employees ⓘ for at least two years, been offering handsets over an air interface for at least two years, and been offering one or two handset models in that air interface in the United States for at least two years?

Yes
 No

For the reporting period, did you only obtain handsets from manufacturers that only offer two or fewer handset models in an air interface in the United States?

Yes
 No

For the reporting period, did you obtain handsets only from manufacturers that offer one or two handset models in an air interface in the United States, and that have had more than 750 employees for at least two years, and have offered handsets over that air interface for at least two years?

Yes
 No

For the reporting period, did you only obtain handsets from manufacturers that offer three handset models in an air interface in the United States?

Yes
 No

For the reporting period, did you only offer:

Three handset models in an air interface
 Four handset models in an air interface
 Five handset models in an air interface

STEPS

- Company Information
- Certification

Figure 7 Company Information Page 3

COMPANY INFORMATION

Company Name:

Provide the brand names under which you are offering digital commercial mobile radio services. [i](#)

Brand Name(s) included
(enter at least one): (required)

PO Box: (optional)

Street Address: (optional when specifying a PO Box)

City:

State: ▼

Zip Code:

Contact Name:

Contact Phone:

Contact Fax: (optional)

Contact Email:

FILING AGENT

Is this report being filed by an agent on behalf of a service provider?

No

Yes

[Continue >>](#)

Figure 8 Certification Page A
(for Service Providers in Full Compliance)

FCC Federal Communications Commission
License Manager
 FCC > Wireless > Licensing > Online Systems > License Manager

Logged In: 0016112906 (Log Out)

Hearing Aid Compatibility Status Certification

Reporting Period: January 1, 2021 - December 31, 2021
 Filing Deadline: December 31, 2021

[Attachments](#) [Print Certification](#) [Paperwork Reduction Act Burden Statement](#) [Quit Application](#)

Certification

I am a knowledgeable executive or individual regarding compliance with the Federal Communications Commission's wireless hearing aid compatibility requirements of a wireless service provider covered by these requirements.

I certify that the provider was (choose one)

(in full compliance) ← **Compliant Service Provider**

(not in full compliance)

at all times during the applicable time period with the commission's wireless hearing aid compatibility deployment benchmarks and all other relevant wireless hearing aid compatibility requirements.

The company represents and warrants, and I certify by this declaration under penalty of perjury pursuant to 47 CFR § 1.16 that the above certification is consistent with 47 CFR § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action pursuant to Sections 301 and 303 of the Act.

YOU MAY, BUT ARE NOT REQUIRED TO, upload an attachment that provides additional information about your compliance or your services on the form.

[Attachments](#) ← **Attachment Button** In the Attachment Utility, select Type as "Other" before returning to the application.

Percentage of hearing-aid compatible handsets the service provider made available in the calendar year covered by this certification, for the reporting period, if the service provider offered ZERO handset models in an air interface in the United States, enter "0" for the percent in the box below.

%

Web site address (if applicable) of page(s) containing hearing aid compatibility information required by Section 20.19(h).
 If a web address contains any of these symbols: % - - - - - please place the web address in a document and use the Attachment Utility to submit it with this form.

PARTY AUTHORIZED TO SIGN

First Name:

Middle Initial: (optional)

Last Name:

Address:

Phone:

Email:

Title:

Date: 12/09/2021 03:50 PM

WILLFUL FALSE STATEMENTS MADE ON THIS FORM OR ANY ATTACHMENTS ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. Code, Title 18, Section 1001) AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. Code, Title 47, Section 312(a)(1)), AND/OR FORFEITURE (U.S. Code, Title 47, Section 303).

[Back](#) [Submit Filing](#)

Figure 9 Certification Page B
(for Service Providers Not in Full Compliance)

FCC License Manager
 Reporting Period: January 1, 2021 - December 31, 2021
 Filing Deadline: December 31, 2021

Certification

I am a knowledgeable executive of and regarding compliance with the Federal Communications Commission's wireless hearing aid compatibility requirements at a wireless service provider covered by these requirements.

I certify that the provider was (choose one):

- (in full compliance)
- (not in full compliance) **Non-Compliant Service Provider**

at all times during the applicable time period with the commission's wireless hearing aid compatibility deployment benchmarks and all other relevant wireless hearing aid compatibility requirements.

The company represents and warrants, and I certify by this declaration under penalty of perjury pursuant to 47 CFR § 1.16 that the above certification is consistent with 47 CFR § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action pursuant to Sections 301 and 303 of the Act.

Please upload an attachment to explain which wireless hearing aid compatibility requirements the wireless service provider was not in full compliance with, and when the non-compliance began and (if applicable) ended with respect to each requirement.

Attachment Button [Attachments](#) In the Attachment Utility, select type as "Other" before returning to the application.

Percentage of hearingaid compatible handsets the service provider made available in the calendar year covered by this certification. For the reporting period, if the service provider offered ZERO handset models in an air interface in the United States, enter "0" for the percent in the box below.

Web site address (if applicable) of page(s) containing hearing aid compatibility information required by Section 20.19(N)

PARTY AUTHORIZED TO SIGN

First Name:
 Middle Initial: (optional)
 Last Name:
 Address:
 Phone:
 Email:
 Title:
 Date: 12/09/2021 03:10 PM

WILLFUL FALSE STATEMENTS MADE ON THIS FORM OR ANY ATTACHMENTS ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. Code, Title 18, Section 1001) AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. Code, Title 47, Section 312(a)(1)), AND/OR FORFEITURE (U.S. Code, Title 47, Section 303).

[Back](#) [Submit Filing >](#)

Figure 10 Attachment Utility Page

The screenshot displays the FCC Universal Licensing System (ULS) interface. At the top, the FCC logo and 'Federal Communications Commission' are visible on the left, and 'FCC Home | Search | U' on the right. Below this is a yellow banner for the 'Universal Licensing System'. The breadcrumb trail reads 'FCC > WTB > ULS > License Manager'. The main heading is 'License Manager'. The 'Add Attachment' section contains a 'Type' dropdown menu with 'Other' selected, a 'File*' field with a 'Choose File' button and 'No file chosen' text, and a 'Description' text input field. Below the form are buttons for 'RETURN TO APPLICATION', 'ADD ATTACHMENT', and 'RESET'. A note states: '* ULS accepts a variety of file types as attachments. Refer to the ULS Help for a list of specific file types accepted. An attachment may not be greater than 1 GB.' The 'Current Attachments' section has a 'REFRESH' button and shows 'None'.

Figure 11 Return to Filing Page

Attachment file uploaded
The attachment file Certification Attachment Test.docx was successfully uploaded.

Add Attachment

Type

File* No file chosen

Description

*ULS accepts a variety of file types as attachments. Refer to the ULS Help for a list of specific file types accepted. An attachment may not be greater than 1 GB.

Current Attachments

Type	Description	Date Uploaded
<input type="checkbox"/> Other	This is a test attachment	07/22/2019

Return to the Filing Page

Add Another Attachment

Figure 12 Confirmation Page



Figure 13 My Applications Page -- Saved Certification

The screenshot shows the FCC License Manager interface. At the top, it says "License Manager" and "FCC > Wireless > Licensing > Online Systems > License Manager". The user is logged in as 0016112906. The main heading is "My Applications Application 0002935753 At A Glance".

Annotations on the page include:

- "Saved" Status (but not submitted) pointing to the "Status" field in the application summary table.
- "Continue to file the certification" pointing to the "Continue" button in the "Work on this" sidebar.
- "Purpose Code will be 'HA' (for Hearing Aid Compatibility certification)" pointing to the "Purpose" field in the application summary table.

The application summary table shows:

File Number	0002935753	Status	Saved
Call Sign/Lease ID		Purpose	HA
Applicant Name & Address			
ABCD Corp 123 adf rockville, MD 20850			
Dates			
Saved		07/23/2019	

Additional information from the screenshot includes a sidebar with navigation links, a message bar stating "This report is in a 'Saved' status. You must complete and submit the report before the filing window closes. Saved HAC Reports will not be removed from the system after 30 days.", and a "View Complete Application" link at the bottom.

Figure 14 My Applications Page -- Submitted Certification

The screenshot displays the 'My Applications' page in the FCC License Manager. The page title is 'My Applications Application 0002935753 At A Glance'. A green banner at the top contains a message: 'Change your paper authorization preferences here, or download your official electronic authorizations now.' Below this is a yellow warning banner: 'This report is in a 'Submitted' status. If you continue working on this submitted report, ULS will return it to a 'Saved' status. You must resubmit the report by clicking on the 'Submit Filing' button on the Hearing Aid Compatibility Status Report Certification screen before the filing window closes.'

The application details are shown in a table-like format:

File Number	0002935753	Status	HAC Submitted
Call Sign/Lease ID		Purpose	HA
Applicant Name & Address			
ABCD Corp 123 adf rockville, MD 20850			
Dates			
Received	07/23/2019		

Annotations on the page include:

- 'Submitted Status' pointing to the 'HAC Submitted' status.
- 'Update the Certification' pointing to the 'Update' button in the 'Work on this Application' menu.
- 'Delete the Certification' pointing to the 'Delete' button in the 'Work on this Application' menu.
- 'Confirmation Number' pointing to the 'File Number' field.
- 'Purpose Code will be "HA" (for Hearing Aid Compatibility certification)' pointing to the 'Purpose' field.

At the bottom left, there is a 'Find My Applications' section with a search box for 'File Number:' and a 'GO' button. A 'View Complete Application' link is also present.